



# National Accreditation Board for Testing and Calibration Laboratories (NABL)

## Procedure for Dealing with Appeals against Adverse Decisions Taken by NABL

ISSUE NO.: 06  
ISSUE DATE: 03-Mar-2023

AMENDMENT NO.: --  
AMENDMENT DATE: --

## AMENDMENT SHEET

S. No.	Amendment No.	Page No.	Clause No.	Date of Amendment	Amendment	Reasons	Signature QA Team	Signature Competent Authority
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

# CONTENTS

S. No.	Title	Page No.
	Amendment Sheet	1
	Contents	2
1.	Purpose	3
2.	Scope	3
3.	NABL Policies with respect to Appeals	3
4.	Responsibility	3
5.	Rules of Constitution of Appeals Committee	4
6.	Process	4
7.	Recording of Appeals and actions therein	5

## 1. PURPOSE

The document describes the procedure for dealing with appeals received from the Conformity Assessment Bodies {Testing Laboratory/ Calibration Laboratory/ Medical Testing Laboratory/ Proficiency Testing Provider (PTP)/Reference Material Producer (RMP)} against the adverse decisions taken by NABL with respect to their desired/existing accreditation status.

*Note: Handling process for appeals is described in this document and is available in NABL's website under public domain for any interested party.*

## 2. SCOPE

- 2.1. This procedure covers the process to receive, evaluate and make decision on appeals received from CABs against the adverse decisions taken by NABL.
- 2.2. This procedure includes appeals by CABs (both applicant and accredited) against adverse decision taken by NABL. These could be in respect of refusal to accept an application or refusal to proceed with an assessment or corrective action requests or changes in accreditation scope or decisions to close the application or denial of accreditation or placing the CAB's accreditation status under suspension or withdrawal of accreditation (and debar, if applicable) or reduction in scope or any other action that impedes the attainment or continuity of accreditation.

## 3. NABL POLICIES WITH RESPECT TO APPEALS

- 3.1. NABL is responsible for all decisions at all levels of handling process for the appeals.
- 3.2. Investigation and decisions on appeals does not results in any discriminatory actions.
- 3.3. After receiving an appeal, NABL is responsible for gathering and verifying all necessary information to validate the appeal.

## 4. RESPONSIBILITY

- 4.1. Designated officer for appeals is responsible to receive appeals, acknowledge, validate and convene appeals committee meetings. The officer is also responsible for all communication on appeals matter.
- 4.2. Chairperson of Appeals Committee is responsible to review and decide on appeals.

## 5. RULES OF CONSTITUTION OF APPEALS COMMITTEE

The Appeals Committee is an independent committee consisting of Chairperson (Member from NABL Board) and minimum two external persons as its members, who are neither part of the assessment team nor involved in decision making process on accreditation of the appellant CAB. In order to prevent possibilities of conflict of interest situation, it is ensured that the member of the NABL Board nominated as Chairperson shall not have any affiliation to any conformity assessment body that NABL accredits such as Testing Laboratory, Calibration Laboratory, Medical Testing Laboratory, Proficiency Testing Provider (PTP) and Reference Material Producer.

## 6. PROCESS

### 6.1. Receiving an Appeal

6.1.1. Appeal shall be made to the designated officer for appeals in writing, within 30 days from the date of adverse decision against the CAB concerned.

6.1.2. The designated officer shall acknowledge the receipt of the appeal and provide the appellant with progress reports.

6.1.3. At any time during the review, the appellant can withdraw the appeal in writing. However, if for any reason, an appeal is withdrawn, a future appeal on the same grounds shall not be considered.

### 6.2. Validation of an Appeal

6.2.1. The appeals shall be validated.

6.2.2. After receiving an appeal, officer is responsible for gathering and verifying all necessary information to validate the appeal. Process of validation essentially includes processes such as confirming that the appeal relates to the accreditation related decision taken by NABL.

### 6.3. Investigation of an Appeal

6.3.1. After validating the appeal, the designated officer shall investigate by seeking clarifications and information from all appropriate sources. Thereafter, a case paper may be prepared based on the contents of the appeal and corresponding information based on investigations conducted in respect of the issues raised in the appeal received.

### 6.4. Constitution of the ad hoc Appeals Committee

6.4.1. An appeals committee shall be set up based on the rules of constitution of Appeals Committee as described in section 6 of this procedure.

6.4.2. They may be provided with documents/information on the matter of appeal in advance.

6.5. Decision on Appeals

6.5.1. An opportunity shall be given to the appellant to present the appeal to the appeals committee. The appellant shall represent himself/herself or depute representative(s) from its own staff.

6.5.2. The case shall be placed to the appeals committee for review and decision.

6.5.3. Based on the review of the data gathered through investigation, etc., the appeals committee shall finalize the decision on appeal within a reasonable time. CAB as well as NABL team shall be informed of the outcome accordingly.

6.5.4. NABL shall give formal notice at the end of the appeals handling process to the appellant.

6.6. No further appeal in this regard shall be considered.

**7. RECORDING OF APPEALS AND ACTIONS THEREIN**

7.1. The appeals shall be tracked periodically to verify progress.

7.2. All information gathered during the investigation of the appeal shall be maintained by NABL.

7.3. In all cases where the appeals are upheld by the Appeals Committee, the appeal and the related information shall be passed on to QA team for carrying out root cause analysis, identifying the non-conformity and deciding on appropriate correction and corrective actions to prevent reoccurrences as per the procedure.

**National Accreditation Board for Testing and Calibration Laboratories (NABL)  
NABL House**

Plot No. 45, Sector 44,  
Gurugram - 122003, Haryana  
Tel. no.: 91-124-4679700 (30 lines)  
Fax: 91-124-4679799  
Website: [www.nabl-india.org](http://www.nabl-india.org)